

## Pluxee FAQs for merchants

**1. What does rebranding mean?**

Sodexo Benefits and Rewards Services turns into Pluxee. Our products and services will be branded with Pluxee from then on.

**2. When will the rebranding take place?**

The new brand will be introduced in Germany in October 2023.

**3. For how long can we continue to accept the old Sodexo brand?**

All consumers in your country will retain their Sodexo-branded cards and vouchers. Please continue to accept those until their valid thru date. There will be a transition phase during which both Sodexo and Pluxee branded cards and vouchers will be on the market.

**4. Will the validity of cards and vouchers change?**

No, the validity will not change. There will be a transition phase during which both Sodexo and Pluxee branded cards and vouchers will be on the market.

**5. Will we get new door stickers? And when?**

Yes, we will contact you with information about this in September.

**6. How will the new door stickers be put at disposal?**

In September, we will send you information about how to order new door stickers. In addition to this you will receive more information regarding the Pluxee product portfolio and new payment guidelines for cards and vouchers.

**7. Will this impact the cost for merchants?**

No, there will be no changes in the commercial conditions.

**8. Will there be changes in our contracts?**

No, our contracts will not be not affected. Neither a renewal nor a change to our partner contract is necessary. Nothing needs to be changed in the SEPA mandates either.

**9. Do we have to change terminals?**

No, the POS does not need to be changed.

**10. Is the reimbursement system still the same?**

Yes, reimbursement and commercial conditions will remain the same as before. Sodexo Pass GmbH becomes Pluxee Deutschland GmbH on the 16<sup>th</sup> of October 2023. The address remains the same. Please send all your correspondence to

Pluxee Deutschland GmbH  
Lyoner Straße 9  
60528 Frankfurt am Main

**11. Do I have the same contacts?**

Yes, rest assured that you have the same contacts as before. However, the e-mail addresses will change after the renaming according to the following logic:

[name.lastname@pluxeegroup.com](mailto:name.lastname@pluxeegroup.com)

You will find our new website here: [www.pluxee.de](http://www.pluxee.de)

Please update our contact details in your systems so that we can continue to be reached easily. The phone numbers will not change.